State of Connecticut
Technology Strategy:

Executive Summary

Vision of the State of Connecticut's Future Technology Environment

- Leveraged IT solutions across agencies

- Standards across IT domains

- Well-trained staff proficient in their areas of expertise

- Workload and workflow management controls

- Customer intelligence at point of contact

- Support remote and mobile users

- Shared data warehouses across agencies

- Secure technology environments with documented business continuity plans

- Telecommunications efficiencies

- Consistent controls and practices across State agencies

- Procurement processes that proactively analyze total cost of ownership options

- E-Government solutions that enable facile business transactions

- One enterprise-wide solution for cross-agency applications, such as:

  - Email

  - Document management

CT Residents & Businesses

State Offices & Agencies

IT Employees

Technology Solutions

Technology

Realizing our vision will require us to focus on 5 significant technology strategies:

1. Create a high-performance organization by investing in IT personnel & address organization issues

2. The State of Connecticut will continue to strengthen and improve comprehensive Disaster Backup & Recovery strategies and security programs

3. The State of Connecticut will enhance and enforce a technology architectural blueprint & standards for moving forward

4. The State of Connecticut will use technology to improve program effectiveness & resolve business issues, making services more accessible to residents and businesses

5. We will implement technology "Best Practices" to improve our capacity to deliver

Financial Benefits

- Better managed technology costs:
  - Development
  - Maintenance
  - Rework
- Ability to prioritize & leverage solutions across agencies for best use of limited resources
- Improved information availability and quality, enterprise-wide for decision-making
- Consistent measures
- Downtime avoidance from secure platforms

Customer Benefits

- Easier to do business with State Programs
- Higher levels of satisfaction
- Access to accurate and timely information
- Align technology plans and spending with business goals more effectively
- More streamlined processes

Organizational Benefits

- Creation of a "high-performance" organization
- More skilled and informed workforce
- Consistent technology platform, process and metrics across agencies
- Tools to maximize efficiency
- More effective communication across agencies
- Enhanced confidence & credibility with IT services